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## \*BIBDATASHEET\*

CONFIRMATION NO. 2858

Bib Data Sheet

|                                    |                                                               |                     |                               |                                                   |
|------------------------------------|---------------------------------------------------------------|---------------------|-------------------------------|---------------------------------------------------|
| <b>SERIAL NUMBER</b><br>10/015,383 | <b>FILING OR 371(c)<br/>DATE</b><br>12/12/2001<br><b>RULE</b> | <b>CLASS</b><br>379 | <b>GROUP ART UNIT</b><br>2614 | <b>ATTORNEY<br/>DOCKET NO.</b><br>AUS920010830US1 |
|------------------------------------|---------------------------------------------------------------|---------------------|-------------------------------|---------------------------------------------------|

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\*\* CONTINUING DATA \*\*\*\*\*

\*\* FOREIGN APPLICATIONS \*\*\*\*\*

## IF REQUIRED, FOREIGN FILING LICENSE GRANTED

\*\* 01/28/2002

|                                                                                                                                          |                                   |                                |                               |                                    |
|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|--------------------------------|-------------------------------|------------------------------------|
| Foreign Priority claimed<br><input type="checkbox"/> yes <input type="checkbox"/> no                                                     | <b>STATE OR<br/>COUNTRY</b><br>TX | <b>SHEETS<br/>DRAWING</b><br>8 | <b>TOTAL<br/>CLAIMS</b><br>37 | <b>INDEPENDENT<br/>CLAIMS</b><br>6 |
| 35 USC 119 (a-d) conditions met<br><input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance |                                   |                                |                               |                                    |
| Verified and Acknowledged                                                                                                                | Examiner's Signature              | Initials                       |                               |                                    |

## ADDRESS

32329

## TITLE

PROMOTING USE OF EXPERTS TO CALLERS WAITING IN A HOLD QUEUE

|                                        |                                                                                                                   |                                                                                                                                                                                                                                                                                 |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>FILING FEE<br/>RECEIVED</b><br>1598 | FEES: Authority has been given in Paper<br>No. _____ to charge/credit DEPOSIT ACCOUNT<br>No. _____ for following: | <input type="checkbox"/> All Fees<br><input type="checkbox"/> 1.16 Fees ( Filing )<br><input type="checkbox"/> 1.17 Fees ( Processing Ext. of time )<br><input type="checkbox"/> 1.18 Fees ( Issue )<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Credit |
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